

## Water Industry

### Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory August 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Water Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
WTB219	Bakman Water Company	Service	Refusal To Serve	1
Bakman Water Company Total				1
WTA210, SWR210	California American Water Company	Billing	High Bill	3
		Service	Disconnection Non Payment	2
		Service	Outage	1
California American Water Company Total				6
WTA60	California Water Service Company	Billing	High Bill	3
		Billing	Other Charges	1
		Policy and Practices	Water Rationing/Allocation	1
California Water Service Company Total				5
WTB61	Del Oro Water Co., Inc.	Service	Disconnection Non Payment	1
Del Oro Water Co., Inc. Total				1
WTA133	Golden State Water Company	Billing	High Bill	4
		Billing	Meter Reading Issue	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
Golden State Water Company Total				7
WTC38	North Gualala Water Works	Billing	High Bill	1
North Gualala Water Works Total				1
WTA337	San Gabriel Valley Water Company	Billing	High Bill	1
San Gabriel Valley Water Company Total				1
WTA168	San Jose Water Company	Billing	High Bill	2
San Jose Water Company Total				2
WTA339	Suburban Water Systems	Billing	Deposits	1
		Billing	High Bill	1
Suburban Water Systems Total				2
WTD98	Tahoe Swiss Village Utilities, Inc.	Billing	High Bill	1
Tahoe Swiss Village Utilities, Inc. Total				1
WTD409	Twin Valley Water Company, Inc.	Billing	High Bill	1
Twin Valley Water Company, Inc. Total				1
Total ICs Sent <sup>1</sup>				28

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.